



# TRICARE Northwest

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## NHB Sustains Some Earthquake Damage; FH5 Activated to Assist Patients

NAVAL HOSPITAL, BREMERTON -- Naval Hospital, Bremerton sustained some damage during the 11 a.m. earthquake Feb. 28 that shook much of the Pacific Northwest, but no injuries were reported to staff or patients, according to hospital Commanding Officer Capt. Christine Hunter.

Non-essential staff, ambulatory patients who were in the hospital for clinic visits, and some inpatients were evacuated immediately. Patients, who could be moved safely, but needed follow-on care, were transported to the Naval Hospital's Fleet Hospital training site. This tent structure hospital, designed for patient care on the battlefield, became an indispensable aid in emergency patient care and showed little damage.

"Our staff mobilized additional supplies rapidly to make the Fleet

Hospital fully operational and patients were very comfortable with their care throughout the process," Hunter said.

"The tent structure is actually safer than a fixed facility," said Senior Chief Hospital Corpsman Yen Dubarek, Command Master Chief of the Fleet Hospital, "We had no damage out there, it just sways."

Fifteen patients were cared for in the tent hospital. Eighteen patients who were on the inpatient and obstetrics wards and the Intensive Care Unit were not moved. "All essential support systems were functioning and we did not want to move them unnecessarily. Reports indicated that there was little likelihood of further aftershocks, so we assumed that responsibility," Capt. Dan Snyder, hospital Executive

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## What's in a Name? For Health Net Federal Services, Quite a Lot!

Health Net Federal Services, Inc.

**Rancho Cordova, CA** Foundation Health Federal Services, Inc. (FHFS) has announced that it has changed its name to Health Net Federal Services (HNFS). The company chose the new name and identity to align with the goals of its parent company, Health Net, Inc., and to create a national brand.

In addition to the new name, the company has unveiled a new logo consistent with the Health Net, Inc. logo. The name and logo were first introduced to HNFS's military customers at the national TRICARE Conference in Washington, DC on January 22, 2001.

"This is a new beginning for our company," said Jim Woys, president and chief operating officer of Health Net Federal Services. "We not only change our name but commit to a

new way of doing business. Our new logo reflects our focus on using technologies, such as the Internet, that will allow us to move from being a "gatekeeper" to being a "gateway", which makes access to healthcare easier for our TRICARE beneficiaries. We intend to use technology to streamline our processes, empower our beneficiaries and providers, and reduce administrative burdens for our customers."

Health Net Federal Services is the nation's largest administrator of managed care programs for military families, currently serving more than 1.5 million eligible military dependents. It currently administers programs in 11 states, including Arkansas, Alaska, Arizona, California, Hawaii, Idaho, Louisiana, Oklahoma, Oregon, Texas and Washington.

## NHB Sustains Some Earthquake Damage Cont'd

Officer said. "I want to commend the entire crew. They moved quickly to initiate the disaster plan, moved all non-essential personnel from the building without panic, quickly stood up the fleet hospital's alternative triage, operating room and emergency treatment areas and calmed and cared for our outpatients and staff members in a professional and compassionate manner. As soon as we were determined to be structurally sound, the crew began clean-up procedures and then provided the full scope of services throughout the night and prepared us for full operations."

## Naval Hospital wins DoD Customer Satisfaction Award Cont'd

Its parent company, Health Net, Inc., is one of the nation's largest publicly traded managed health care companies. Its mission is to enhance quality of life for its customers by offering products distinguished by their quality, service and affordability.



## Naval Hospital Bremerton's Information Management Team Named Navy's Best for 2000

Judith Robertson, NHB PAO

**NAVAL HOSPITAL, BREMERTON** -- Suppose you are the Chief Information Officer of a large command with geographically separated components. Y2K, with all its menacing possibilities and demanding requirements is looming, and beginning in Oct. 99, your highly skilled people start bailing out for lucrative civilian sector jobs so that by April 2000, you are down by nine essential staffers, including two department heads. And, bye-the-way, you are also asked to complete a five hundred thousand dollar infrastructure upgrade without shutting down day-to-day operations.

In a scenario that seemed the civilian equivalent of a battlefield, some managers might have gone running and screaming from the room, but instead Candido Trujillo, Ph.D., CIO, and head of the Naval Hospital, Bremerton's Management Information Dept., led his tattered team to greatness.

Trujillo just returned from New Orleans where he accepted the Health Information and Management Systems Society's award for the top Information Management Team in the Navy for 2000. Sponsored by the Naval Medical Information Management Center, the HIMSS "team" award, which was presented for the first time at the Feb. 4-8 conference, recognized the "cooperative efforts among IM professionals in the field who have worked together to further the accomplishments of Navy Medicine and the Military health System."

HIMSS guidelines dictated that the winning team produce cost savings, establish goals and objectives, show anticipated and actual outcomes, operate as a cohesive unit, and relate directly to the commands strategic plan. The achievements of the Naval Hospital, Bremerton's team far exceeded those guidelines, Trujillo said.

"To even survive that -- that was the kicker. Each person had multiple hats, multiple jobs, multiple functions," he said.

The team accomplished far more than just survival. Responding to the significant threat of Y2K issues in a hospital setting, the team conducted thorough program reviews and created an inventory of all systems, tools, products, workstations and embedded systems. They set up a Y2K Help Desk, a web page with critical information, organized support teams, and updated all systems and servers resulting in total Y2K compliance.

As the year progressed, the team completed the major network upgrade, installing over 180 miles of new wiring and replacing legacy network equipment. Even short staffed the team took on seemingly insurmountable tasks, providing not only the basic customer service expected, but actually increasing support and technology. During one three week period, 213 computers were installed in seven different locations with zero data loss.

The list continues -- one phenomenal achievement after another. Obviously the judges at HIMSS were impressed with this hard working team.

# “Defend Democracy” Tests Medical Unit Readiness for Wartime Mission by Providing Real Patient Care

SGT Mary A. Bodine, MAMC PAO



MAMC - Within 72 hours after deployment, the 47th Combat Support Hospital mission is to be fully operational with up to 296 patient beds and all supporting medical clinics and activities, said SSG Andrew Kester, x-ray specialist, 47th CSH.

During Exercise Defend Democracy, Jan. 16-Feb. 2, the 47th CSH and medical units from Fort Lewis, California, Hawaii, Alaska, Kansas and Washington, D.C., tested this wartime mission. In less than the 72 hour target, the 47th CSH set up a fully functional, 84-bed field hospital spanning four acres on North Fort Lewis and capable of performing patient care and surgery, said MAJ Katharine Opitiz, garrison chief nurse, 47th CSH.

Although the hospital operates the same functions as Madigan Army Medical Center, field operations and equipment vary. “We’re use to working on computers to fill prescriptions,” said SPC Michelle Lloyd, pharmacy specialist, 47th CSH. “Everyone is trying to learn the paperwork system. Also, the pace isn’t as hectic as Madigan.” Madigan’s long lines, automated system and often-impersonal contact with doctors and patients have made Defend Democracy a rewarding experience for pharmacy technicians. “Working through this hospital is really different ... better,” said SSG Erik Reed, noncommissioned officer in charge, pharmacy, 47th CSH. “There is more

personal contact and interaction with doctors than at Madigan. The whole hospital does what Madigan does, but there is closer interaction between each department. Everyone puts rank aside and pulls together.”

Vestibules that allow for greater access to each department connect the hospital, which is insulated by three layers of cover and is temperature controlled, Kester said.

All equipment brought to the field site is portable. For example, the radiology clinic, which uses a filmless x-ray system at Madigan, uses portable film systems during training exercises and for deployments. “Any x-ray a hospital can do, we have those capabilities here if we went to war,” Kester said. “The only thing we don’t bring to the field is a CAT (computed tomography) scan unit. I’ve used this system in Bosnia and it’s a good system.”

From Jan. 23-26, the operating room (OR) performed 18 surgeries on cases ranging from hernias to wisdom teeth extraction, said Maj. Bryan Schmidt, officer in charge, OR, 47th CSH. “After we got set up, we had to make sure that all equipment was functional in the operating room,” Schmidt said. “Patients volunteered to have surgery out here to give us some training. We’re set up so that we’re ready for anything.”

The hospital also has 16 patient holding areas between the intensive care units (ICU) and wards for pre- and postoperative sur-

gery. “Basically, the ICU checks vital signs postoperative,” said PFC Jennifer Benfer, practical nurse, 47th CSH. “We’ve done a lot of training with moulage patients, because real patients only come through here during the surgery (cycle of the exercise), and we’ve trained on the portable equipment, which is slightly different.”

Not only does the combat support hospital serve patients, it serves staff as well. The facility is self-sustaining with an in-hospital Medical Field Feeding Facility that serve more than 300 patients and soldiers per meal, said SSG Phillip Mayberry, NCOIC, nutrition care division, 47th CSH.

Staff can also turn in equipment for repair at biomedical equipment repair, get leave forms from the administration section and are able to communicate worldwide with the assistance of communication specialists -- all located inside the hospital.

The compound also includes a motorpool that maintains vehicles and the generators and heaters in the hospital. Outside the hospital there is a bath and laundry facility.

The 47th CSH performs readiness exercises, like Defend Democracy, twice annually to ensure that, within 72 hours, the hospital is set up and patients are cared for, Opitiz said.



## MAMC Activities Highlight National Nutrition Month

Magic pills, quick fixes, meal replacement shakes – they're everywhere. America is flooded with weight-loss schemes, but more than 58 million Americans are over what is considered a healthy weight, according to the American Dietetic Association (ADA). March, which is National Nutrition Month, is dedicated to taking the focus off of weight loss and on nutrition, health and fitness. Madigan Army Medical Center's Nutrition Clinic has taken this year's theme, "Food and Fitness: Build a Healthy Lifestyle," to use as a guide to organizing fun and informative events.

The Madigan Nutrition Clinic wanted to incorporate a variety of activities to relay the message that "nutrition and fitness are part of health prevention and long-term disease prevention," said 1LT Hillary Harper, registered dietitian.

The Nutrition Clinic will post daily nutrition tips over electronic mail; offer a special meal at the Madigan Dining Facility for lunch, March 2; give a commissary tour, 8 a.m.-9 a.m., March 9, that will focus on healthy food choices and labels; and nutrition displays will be set up at the entrance of the Madigan Dining Facility and Pharmacy, March 5-9. Fitness in this year's theme is a 4.3-mile run and will provide free infrared body fat testing at Sheridan Physical Fitness Center, March 20. The run begins 11 a.m., but runners and walkers must register at Sheridan prior to race day. Winners in each age group will get a free National Nutrition Month shirt.

## NDAA 2001 Spells Relief for Over-65 Military Retirees Seeking Prescription Drugs Outside the MTF

Health Net Federal Services

Effective April 1, 2001, Medicare-eligible military services beneficiaries 65 years of age and over will have access to the TRICARE Senior Pharmacy Program. Created by the 2001 National Defense Authorization Act, the TRICARE Senior Pharmacy Program (TSPP) allows Medicare eligible beneficiaries to obtain low-cost prescription medications from military hospital and clinic pharmacies, the National Mail Order Pharmacy (NMOP), and TRICARE network and non-network civilian pharmacies.

To be eligible for TSPP, Medicare-eligible military services beneficiaries 65 and over must be registered in the Defense Enrollment Eligibility Reporting System (DEERS). In addition, beneficiaries who turn 65 on or after April 1, 2001, must be enrolled in Medicare Part B to use the mail order and retail pharmacy benefits. Beneficiaries who will be 65 before April 1, 2001 do not have to enroll in Medicare Part B to receive the TSPP benefits. However, the Department of Defense encourages you to consider enrolling in Medicare Part B to have comprehensive health care and to be eligible to take advantage of future TRICARE benefits that will begin October 1, 2001.

To find out about enrolling in Medicare Part B, contact the Social Security Administration at 1-800-772-1213. The open enrollment period is from January 1 to March 31 of each year to have an effective date of July 1 of that year. To have Medicare Part B

effective July 1, 2001, you must enroll between January 1, 2001 and March 31, 2001.

Beneficiaries can use the following options to fill prescriptions:

### **Military Treatment Facility (MTF) Pharmacy-Medications**

continue to be available at no charge through MTF pharmacies. **National Mail Order Pharmacy-**For prescriptions taken regularly NMOP offers a convenient prescription-by-mail option. Simply mail your written prescription along with your payment and receive up to a 90-day supply of most medications. Payments are only \$3 for up to a 90-day supply of generic medications or \$9 for up to a 90-day supply of brand name medications. To take advantage of NMOP, call 1-800-903-4680 for further details. This option is not available for beneficiaries who have health insurance other than Medicare.

### **TRICARE Network Pharmacies-**

If you need a prescription filled locally, you can visit one of the TRICARE network pharmacies and pay only \$3 for a 30-day supply of generic prescription drugs and \$9 for a 30-day supply of brand-name prescription drugs. Simply present the pharmacist with your written prescription and your military ID card. To obtain a list of network pharmacies, visit [www.healthnetfederalservices.com](http://www.healthnetfederalservices.com) for a link, visit [www.tricare.osd.mil/pharmacy/retail\\_network.htm](http://www.tricare.osd.mil/pharmacy/retail_network.htm) or contact your local Tricare Services Center. For more information,